

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-2-12	Effective Date: December 1, 2012	Version: 2.0
<b>POLICY TITLE: TELEWORK</b>		
<b>OVERVIEW:</b> The Department of Child Services (DCS) offers telework as a workspace alternative. Telework may be available on a limited basis to permanent employees, whose job duties do not require them to be in their assigned office. Telework must be pre-approved and follow a verifiable work schedule.		

## I. DEFINITIONS

- A. Assigned office: The location where work is normally performed, such as a local office, regional office, or DCS Central office.
- B. Telework: A mutually agreed upon work option where regular duties are performed during an employee's regularly scheduled work hours (e.g., 8 a.m. – 4:30 p.m.) at the employee's home.
- C. Station: The assigned work location.

## II. REFERENCES

N/A

## III. POLICY

### A. Eligibility

- 1. **[NEW]** Telework is available at the discretion of DCS management staff and is considered a privilege not a right of any employee.
- 2. **[REVISED]** Telework may be available to employees who meet or exceed performance measures during their most recent evaluation. The telework option is not an ideal arrangement for all employees. Management may consider several factors in determining whether to approve a telework request, including, but not limited to, employee performance, discipline history, supervision needs, and work style.
- 3. Extenuating circumstances such as extremely long commutes, regular regional travel patterns, employee medical conditions, and departmental constraints such as a lack of office space may also be factored into telework decisions.
- 4. **[REVISED]** An employee may not participate in telework if his or her primary job function requires him or her to be physically at an office, as determined by DCS Management.

### B. Telework Practices

- 1. Telework must not hinder the employee's ability to fulfill his or her job duties.
- 2. Telework must be performed at the agreed upon site and during the agreed upon hours. Teleworkers must be accessible by either phone or e-mail at all times.
- 3. **[NEW]** DCS management may be required to inspect anticipated telework premises prior to the approval of a telework arrangement.
- 4. **[REVISED]** Teleworkers may be required to report to an assigned office location upon management request. Teleworkers may be required to change their schedules and spend regular telework days in an office location to meet the operational needs of DCS.

5. Teleworkers must comply with all applicable laws, work rules, state and departmental policies and program guidelines. Performance standards will not be adjusted due to participation in the telework option. Additionally, teleworkers retain the same rights and benefits as on-site employees.
  6. Teleworkers may not care for dependents or conduct personal business while on duty during their regularly scheduled telework hours.
  7. Under no circumstances may teleworkers hold business meetings with clients, partner agencies, professional colleagues, or members of the public at their residence.
- C. **Security and Confidentiality:** All confidentiality rules apply equally to the assigned office and the telework site. Confidential records must be logged in and out of the assigned office. Teleworkers must maintain files and work materials in a designated locked storage area. Violations will result in immediate revocation of the telework option and may result in other disciplinary action, up to and including dismissal.
- D. **Equipment and Supplies**
1. DCS will provide routine note taking supplies such as paper, pens, and staplers; however, it will not provide any office furniture. DCS will not compensate or reimburse the teleworker, nor will DCS accept any responsibility for personal equipment or supplies used at the telework site. All printing, copying and scanning should occur at a DCS office location.
  2. Remote access is required at all telework sites. The teleworker is responsible for installation and maintenance of internet service and telephone, if applicable, including covering all incurred costs.
  3. **[NEW]** Staff will contact IOT if equipment fails and report to the nearest DCS office for maintenance and/or repair. Work will be completed out of the nearest DCS office until technology issues are resolved. Staff will ensure his or her supervisor is aware of these issues.
  4. Support of all DCS equipment, such as a laptop computer, will occur at the assigned office. DCS will not provide any technical support at the telework site.
- E. **Termination of Telework Agreement:** DCS reserves the right to terminate participation at any time.
1. Staff may request to terminate the telework agreement, with 30 days notice, unless there are extenuating circumstances that may require an earlier time frame. Management will assign staff to the nearest available office location.
  2. Employees who fail to comply with telework policy will result in immediate revocation of the telework option and may result in other disciplinary action, up to and including dismissal.

#### **IV. PROCEDURE**

##### **A. Requesting Telework**

1. The employee and his or her supervisor will discuss whether telework is an appropriate option for the employee.
2. If telework is determined to be an option, the employee will complete the [Telework Feasibility Worksheet](#) and schedule a meeting with his or her direct supervisor.
3. **[REVISED]** The supervisor and the employee will meet to review the feasibility of telework. If it is agreed that telework is the most appropriate option, the

supervisor will sign the [Telework Feasibility Worksheet](#) and forward it to either the Regional Manager (RM) or Central Office Deputy Director.

4. **[REVISED]** If the RM, Central Office Deputy Director or designee approves the [Telework Feasibility Worksheet](#), he or she will notify the supervisor. After receiving approval, the employee and supervisor will complete the [Telework Agreement](#) and route it for signatures (e.g. employee and his or her immediate supervisor). The agreement is not valid until the signature process is completed.
  5. **[NEW]** Once the Telework Agreement is approved, the signed agreement must be forwarded to DCS Human Resources (HR), DCS Payroll, and DCS Travel. The employee may begin the telework arrangement on the first day of the next payroll period after DCS HR has confirmed the receipt of the completed agreement.
  6. The signed original will be added to the employee's personnel file. Signed copies will be placed in the employee's fact file and given to the employee.
  7. The teleworker is responsible for coordinating any necessary services such as software installation.
- B. **[REVISED]** Monitoring and Supervision: Supervisors must provide on-going monitoring and oversight of the teleworker's work performance. The [Telework Log](#) may be used as a monitoring tool. A weekly report may be completed by the teleworker reflecting work completed during telework hours. Any concerns related to teleworking will be brought to the employee's attention immediately. The employee, Supervisor, LOD, RM, and/or Central Office Deputy Director, will review Telework agreements at least six (6) months for the first year and annually thereafter.
- C. **[NEW]** Mileage and Travel
1. If an employee is not assigned to a specific office location, his or her home is considered his or her station.
  2. If an employee's telework is on a part-time basis, the assigned station is his or her assigned office location.
  3. For purposes of calculating travel, please refer to [DCS Employee Travel](#).

**Note:** For further instruction regarding the determination of a work station for an employee, please refer to [Indiana Department of Administration \(IDOA\) State Travel Policies and Procedures, Section 8-2 Establishment of a Work Station](#).

## V. FORMS AND OTHER DOCUMENTS

- A. [Telework Agreement](#)
- B. [Telework Feasibility Worksheet](#)
- C. [Telework Log](#)
- D. [Termination of Telework Agreement](#)

DATE: December 1, 2012  
John P. Ryan, Director  
Department of Child Services

A signed copy is on file.